

EXHIBIT B



Software Release Announcement

Cool ICE Release Level 2.1

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System:	Windows NT
Release:	2.1
	April 2000

Part Number: 7850 2507-002

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Section 1

General Description

This Software Release Announcement describes the release of Cool ICE level 2.1 running on a Windows NT server. Cool ICE level 2.1 is a feature release that provides a new and enhanced Web application development environment.

See the *Cool ICE Technical Overview* on the CD for additional information about system features and components.

Product Overview

Cool ICE is an Internet Commerce Enabler and development environment that provides application developers with all of the tools required to create, organize, and manage dynamic Web-based business applications and services. It enables developers to integrate an organization's existing backend database systems and applications. Data can be manipulated, transformed and controlled so it is available to users from any Web browser. Developers can create new Web-based business applications that extend the capabilities of the existing databases and applications far beyond their original intent.

Unlike a Web Application Server (WAS), Cool ICE focuses on its development environment and tool set for creating, organizing, and managing Web applications. An Internet commerce enabler is not run-time middleware, which is more characteristic of a Web Application Server. Cool ICE relies on its connectivity to elements of the Microsoft Distributed iNternet Architecture (DNA) to provide a visual, rapid application development studio, administration system, and secure environment second to none.

Cool ICE gives you the ability to

- Create dynamic Internet-based application services.
- Add new dimension and functionality to existing applications.
- Integrate multiple systems and databases.
- Provide secure Web access to data and applications on existing host systems.
- Easily create, manage, and maintain Internet documents, forms, and service categories.
- Maintain a repository of applications and data.

Using Cool ICE, developers can create new Web-based business applications that extend the capabilities of the existing databases and applications beyond their original intent.

Cool ICE enables developers to

- Integrate an organization's existing back-end databases and applications.
- Manipulate the data pulled from these databases and applications.
- Transform the data so it is available to users from a Web browser and in new Web-based business applications.
- Control access to the organization's Web-based applications and services.

Cool ICE Object

The Cool ICE Object provides run-time access to the Cool ICE Services, state management, and user profiling. Through the Cool ICE Object, developers can create applications that execute native Cool ICE Scripts (services) and data services. See Section 2 for more information about the Cool ICE Object.

Using the Cool ICE Object, developers can create applications that do the following:

- Manage Web session information.
- Execute native Cool ICE services and Cool ICE data services.
- Save and retrieve data sets in the Cool ICE repository.
- Implement Cool ICE security profiling on an ASP page.
- Provide access to
 - Cool ICE Client data within the Cool ICE repository
 - External client data, including ODBC access
- Upload files from a client workstation into the Cool ICE repository.
- Integrate Open/OLTP access and other object-oriented transaction access from ASP pages.

Cool ICE Engine

The Cool ICE Engine is an information processing engine that uses Cool ICE Scripts, or Data Wizard-generated application components to handle tabular and free-form data sets. The engine contains analytical, data access, and application access functions.

Cool ICE Service Handler

The Cool ICE Service Handler is a run-time component built into the Cool ICE Engine. This component determines which services are requested and ensures that end users have the appropriate privileges to execute the requested service. It uses the information in the Cool ICE repository to verify the service request and to start the actual requested service.

Cool ICE Repository

Cool ICE uses a central repository to store objects such as services, data, and images. The Cool ICE repository provides a single point of control for the administration of Cool ICE Services.

Repository tools include the Cool ICE Client (MPC), the Cool ICE Administration tool (ICE Admin), and the MAPPER Administration tool (MapAdmin).

Cool ICE Script Editor

The Cool ICE Script Editor is a Windows based program for editing scripts written with the Cool ICE scripting language (Cool ICE Script). You can configure the Script Editor as your default editor when you install and run Cool ICE.

Data Wizard

The newly redesigned Data Wizard, available with this release, is a Web-based development tool that provides an easier, interactive way to build an application component.

The Data Wizard builds a Cool ICE data service that corresponds to the component definition. The Data Wizard also gives you the option of restricting access to the service. By assigning a profile to a component, you can control who can access and execute it.

See Section 2 for more information about the new Data Wizard features and functionality.

ICE Admin

The Cool ICE Administration tool (ICE Admin) helps developers

- Control access to their organization's Web applications and services.
- Administer and manage their organization's suite of new Web applications.

ICE Admin features include the ability to manage repository objects and Active Server Pages, configure Web server directories and aliases, and configure Cool ICE sign-on settings.

Using ICE Admin

Developers or administrators who maintain new Web applications typically use ICE Admin to

- Create a new category for the application and specify its properties, such as drawer width.
- Register any other objects the service will use in the Cool ICE repository, including images, applets, text documents, and so on.

- Register any users who access the new service and category, create a security profile, and allocate the security profile to the service.
- Register any databases and specify the tables the service will access.
- Rename, copy, delete, or deregister any object in the Cool ICE repository.
- Delete or deregister a category.
- Import or export a category.
- Determine the desired sign-on and system settings.
- Create a style guide, which creates a consistent look and feel to the HTML documents a service generates and maintains common variables.

Data Wizard Support

ICE Admin can be used to register local repository, ODBC, and relational databases as data sources for the Data Wizard. ICE Admin also lets you allocate security profiles for any registered database, tables, and columns. This security is enforced when a database is accessed using the Data Wizard.

Section 2

New Features

The Cool ICE product provides object technology through the use of Active Server Pages (ASP), ActiveX Data Objects (ADO), and open, industry-standard programming languages such as JavaScript, VBScript, and HTML.

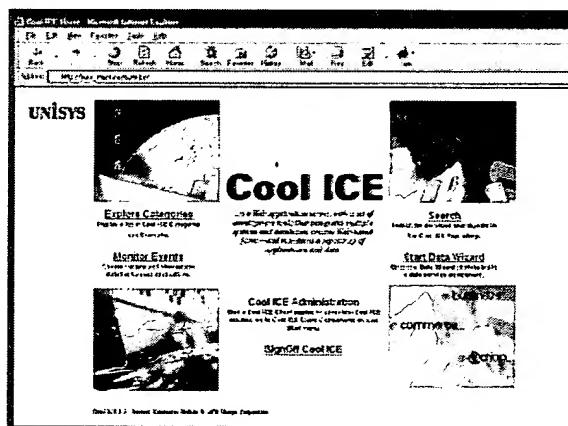
New Cool ICE development tools help application developers create, organize, and manage a mixture of static and dynamic Web-based business applications that are organized as categories and services.

This section describes the new features and enhancements in Cool ICE level 2.1. See the *Cool ICE Technical Overview* on the CD for additional information about system features and components.

For information on issues resolved in Cool ICE level 2.1, see the README file in the root directory of your CD-ROM drive.

Interface Enhancements

The redesigned Cool ICE Home Page has a new look that graphically displays your options. There are two screen resolutions available: 1024 x 768 pixels and 800 x 600 pixels. The following figure shows the Home Page with a display set to 1024 x 768:



From the Home Page you can

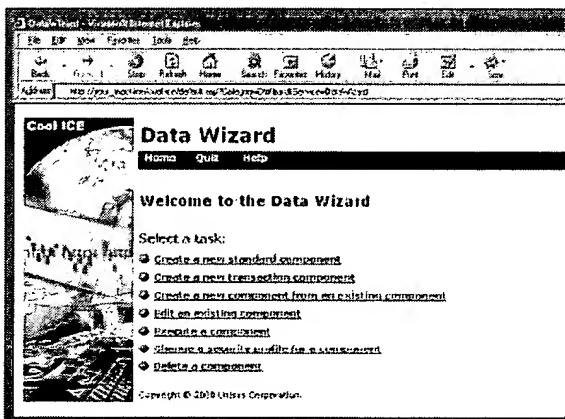
- Explore example categories and services
- Monitor events and view service statistics
- Search for services and objects in the repository
- Start the Data Wizard utility
- Sign off the Cool ICE system (if secure sign-on is enabled)

New Data Wizard Design

The Data Wizard user interface has been redesigned with a new graphical look and feel, a more intuitive flow, and task-based functionality. In addition, the Data Wizard's new modular design provides developers with greater flexibility, easier support, and improved stability when creating application components. An application component is a self-contained entity that

- Gathers data from up to five data sources
- Manipulates the resulting data as a table
- Formats this data as a form, table, or chart
- Interacts with the underlying data

This figure shows the new Data Wizard Home Page and menu options:



Data Wizard's new interface provides the following capabilities:

- Application Component Builder that lets developers create, edit, insert, or delete component steps in an application component.
- Selecting and merging multiple data sources into a single table.
- Calculating, sorting, analyzing, and making single-record updates, deletions, and insertions.
- Formatting information as a form, table, or graph.

- Saving steps as a data service that can create an ADO record set.

Web-based Help is available from the Data Wizard screens and independently from an easy-to-navigate contents window. The new *Activity Centre* example, available from the Cool ICE Category List, demonstrates new example services using added Data Wizard functionality.

Cool ICE and Concurrent MAPPER Operation

It is now possible for Cool ICE and MAPPER System for Windows NT to coexist on the same system. However, the following conditions apply:

- Cool ICE level 2.1 and MAPPER System for Windows NT, level 6.1.1E3 or higher, can run on the same Windows NT server.
- Multiple MAPPER levels is a feature of MAPPER System for Windows NT level 6.1.1E3 that allows multiple copies of MAPPER System for Windows NT, level 6.1.1E3 or higher, to be installed and run on one Windows NT server.
- There can be just one Cool ICE system per server.

Object Services

You can access Cool ICE services with the new Cool ICE Object through ASP and ADO. The Cool ICE Object is based on the Microsoft Component Object Model (COM).

The following performance enhancements and debug aids are new in this release:

- Tracing support has been added to allow better troubleshooting of difficult problems. (It is only used by Engineering Support teams.)
- Enhanced error detection and reporting have been added for problems detected by the Cool ICE object.
- Conversion of HTML tags was moved from the Service Handler to the Cool ICE Object for greater efficiency.
- Improved handling of passwords, including the ability to change a password during sign-on.
- Enhanced session-ID security.

Graphics Server

An updated graphic server component dynamically creates charts or graphs from a data set defined by a Cool ICE service. The Cool ICE service displays the graph in the browser. Improved performance helps you create business charts or graphs faster with more graph types and options. Also, now you can access the graphics server from either native or ASP services.

The graphics server no longer runs as a Windows NT service, and is no longer restricted to a resolution of 256 colors on the server.

ICE Admin

Cool ICE Administration (ICE Admin) is the graphical interface used by a service developer to create the services and categories for new Web applications. A developer or administrator also uses ICE Admin to administer, manage, and maintain Web applications.

The following ICE Admin features are new in this release:

- Improved ICE Admin security. The ICE Admin environment can be secured on two levels: by access to individual functions and by access to the repository from the ICE Admin environment.
- Application Programming Interface (API) for removing server-side variables has been enhanced to allow the removal of all variables.
- Improved database registration enables you to register tables and columns.
- Style Guide color palette has been enhanced and now includes 216 browser-safe colors. Also, the size of the style guide values has been increased to 117 characters.
- Ability to associate a Cool ICE service with an object type. Now you can develop new services and associate them with any object type in the repository. For example, the Report Viewer, a standard service delivered with Cool ICE, is associated with RPT repository objects.
- Browser form input in report format. This feature allows an unlimited number of input fields from a browser form to a Cool ICE native service, and enables the service developer to specify that form input should be delivered to the native service as a result report in a format that is easy for the service to process.
- Default Home Page options. The location and directory for the default Home Page is now a configurable system setting.

Free 90-Day Evaluation

A full-featured evaluation version of Cool ICE level 2.1 that disables itself after 90 days is separately available. Load balancing software and the *Load Balancing in a Cool ICE Environment White Paper* are also included on the evaluation CD-ROM. See the Cool ICE Web site at <http://www.unisys.com/marketplace/coolice> for information about the free 90-day evaluation version.

Service Examples

Examples are included with the Cool ICE software, and can be used as models for creating Cool ICE services. When you access Cool ICE in your browser for the first time, select Explore Categories from the Cool ICE Home Page; the Category List appears including the following example categories:

- New and updated dynamic graph examples (*Cool ICE Examples* category).
- Updated Footwear example using state management (*Footwear 2.1* category).

- New ASP-based examples using data services generated by the Data Wizard (*Activity Centre* category).

Web-Enabling the Enterprise

The ES7000, a Unisys e-@ction Enterprise Server, delivers mainframe-class interoperability and high availability using the architectural features of Cellular MultiProcessing (CMP). By combining the features of ES7000 and Cool ICE, an enterprise can make a smooth transition into the e-business arena by leveraging IT assets they already have in place.

Together, the ES7000 and Cool ICE provide a unique combination of hardware, middleware, and software available for running on open, Intel-based operating systems. This solution provides a complete environment for creating, organizing, deploying, and managing our customers' critical Internet and intranet applications.

Various style options for ordering the Unisys e-@ction Data Center Edition (ES7000 and Cool ICE) are listed in Section 3.

Documentation

See Section 8 for a description of the documentation included with Cool ICE level 2.1. In addition, the interface of each component contains context-sensitive Help, online Help topics from the Help menu, or HTML-based Help topics.

Section 3

Release Deliverables

This section describes the package style numbers used for Cool ICE level 2.1; style numbers used for upgrading from Cool ICE level 1.1 to level 2.1; and Cool ICE level 2.1 CPU upgrades. All style numbers are licensed for an unlimited number of users and priced on a per server basis.

Table 3-1 lists the available style numbers for ordering Cool ICE level 2.1.

Table 3-1. Cool ICE Level 2.1 Style Numbers

Style Number	Description
ICE 500121-WEB	Licenses the complete Cool ICE software environment—including server, gateway, administration, service modules, and Cool ICE documentation on CD-ROM. (Windows NT server with 1 CPU).
ICE 502421-WEB	Licenses the complete Cool ICE software environment—including server, gateway, administration, service modules, and Cool ICE documentation on CD-ROM. (Windows NT server with 2-4 CPUs).
ICE 508821-WEB	Licenses the complete Cool ICE software environment—including server, gateway, administration, service modules, and Cool ICE documentation on CD-ROM. (Windows NT server with 5-8 CPUs).

Table 3-2 lists the available style numbers for ordering Unisys e-@ction Data Center Edition (ES7000 and Cool ICE).

Table 3-2. Unisys e-@ction Data Center Edition Style Numbers

Style Number	Description
ICE 700016-WEB	Licenses the Unisys e-@ction Internet Commerce Enabler (Cool ICE) Data Center Edition (Windows NT server with 16 CPUs ES7000).
ICE 700032-WEB	Licenses the Unisys e-@ction Internet Commerce Enabler (Cool ICE) Data Center Edition (Windows NT server with 32 CPUs ES7000).

Table 3-3 lists the available style numbers for ordering Cool ICE level 1.1 to level 2.1 upgrades.

Table 3-3. Cool ICE Level 1.1 to 2.1 Upgrade Style Numbers

Style Number	Description
ICE 500111-UPG	Licenses the complete Cool ICE software environment—including server, gateway, administration, service modules, and Cool ICE documentation on CD-ROM. Upgrades a Cool ICE 1.1 license to a Cool ICE 2.1 1-CPU license. (Windows NT server with 1 CPU).
ICE 502411-UPG	Licenses the complete Cool ICE software environment—including server, gateway, administration, service modules, and Cool ICE documentation on CD-ROM. Upgrades a Cool ICE 1.1 license to a Cool ICE 2.1 2-to-4-CPU license. (Windows NT server with 2-4 CPUs).
ICE 508811-UPG	Licenses the complete Cool ICE software environment—including server, gateway, administration, service modules, and Cool ICE documentation on CD-ROM. Upgrades a Cool ICE 1.1 license to a Cool ICE 2.1 5-to-8-CPU license. (Windows NT server with 5-8 CPUs).

Table 3-4 lists the available style numbers for ordering Cool ICE level 2.0 to level 2.1 upgrades.

Table 3-4. Cool ICE Level 2.0 to 2.1 Upgrade Style Numbers

Style Number	Description
ICE 502421-UPG	Licenses the complete Cool ICE software environment—including server, gateway, administration, service modules, and Cool ICE documentation on CD-ROM. Upgrades a Cool ICE 2.0 license to a Cool ICE 2.1 2-to-4-CPU license. (Windows NT server with 2-4 CPUs).
ICE 508821-UPG	Licenses the complete Cool ICE software environment—including server, gateway, administration, service modules, and Cool ICE documentation on CD-ROM. Upgrades a Cool ICE 2.0 license to a Cool ICE 2.1 5-to-8-CPU license. (Windows NT server with 5-8 CPUs).

Table 3-5 lists the available style numbers for ordering Cool ICE level 2.1 CPU upgrades.

Table 3-5. Cool ICE Level 2.1 CPU Upgrade Style Numbers

Style Number	Description
ICE 512421-UPG	License only. Licenses the complete Cool ICE software environment—including server, gateway, administration, service modules, and Cool ICE documentation. Upgrades a 1-to-2-CPU license to a 3-to-4-CPU license. (Windows NT server with 3-4 CPUs.)
ICE 518821-UPG	License only. Licenses the complete Cool ICE software environment—including server, gateway, administration, service modules, and Cool ICE documentation. Upgrades a 3-to-4-CPU license to a 5-to-8-CPU license. (Windows NT server with 5-8 CPUs.)

Table 3-6 lists the available style numbers for ordering Unisys e-@ction Data Center Edition (ES7000 and Cool ICE) CPU upgrades.

Table 3-6. Unisys e-@ction Data Center Edition CPU Upgrade Style Numbers

Style Number	Description
ICE 700016-UPG	License only. Licenses the Unisys e-@ction Internet Commerce Enabler (Cool ICE) Data Center Edition. Upgrades a 2-to-4-CPU license to a 16-CPU license. (Windows NT server with 16 CPUs ES7000).
ICE 700032-UPG	License only. Licenses the Unisys e-@ction Internet Commerce Enabler (Cool ICE) Data Center Edition. Upgrades an 8-CPU license to a 32-CPU license. (Windows NT server with 32 CPUs ES7000).
ICE 700016-7UP	License only. Licenses the Unisys e-@ction Internet Commerce Enabler (Cool ICE) Data Center Edition. Upgrades a 2-to-8-CPU license to a 16-CPU license. (Windows NT server with 16 CPUs ES7000).
ICE 700032-7UP	License only. Licenses the Unisys e-@ction Internet Commerce Enabler (Cool ICE) Data Center Edition. Upgrades a 16-CPU license to a 32-CPU license. (Windows NT server with 32 CPUs ES7000).

Section 4

Product Interdependencies

You will need a Web server and workstation in order to develop and deploy Cool ICE services. This section details the disk space requirements, hardware, and software requirements for using Cool ICE level 2.1.

Disk Space Requirements

This section lists the required Cool ICE components and their disk requirements.

Server

Table 4-1 lists the amount of disk space required for Cool ICE on a server.

Table 4-1. Server Disk Space Requirements

Component	Disk Space Required
Cool ICE program files (includes MapAdmin, Cool ICE Client, graphics server, Script Editor, <i>Technical Overview</i> , and <i>Getting Started</i>)	16.5 MB
Online Cool ICE documentation	9.2 MB
Repository working storage	76.0 MB*
WebTx components	15.0 MB

*The size of the database is fixed. If you need more space, you must add a database file using the MAPPER Administration program.

Workstation

Table 4-2 lists the amount of disk space required for development workstations.

Table 4-2. Workstation Disk Space Requirements

Component	Disk Space Required
Online Cool ICE documentation	9.2 MB
MAPPER Administration Client (MapAdmin)	1.6 MB
Cool ICE Client Components	3.0 MB
DGateAce software (optional)	0.6 MB

Software Requirements

This section lists the software requirements for the server and the workstation.

Note: *Comprehensive testing of Cool ICE running on Windows 2000 is scheduled for the second quarter of 2000; however, preliminary testing has shown no issues. For the latest information about Cool ICE and Windows 2000, check the Unisys Product Support Web site at <http://www.support.unisys.com>.*

Server

Cool ICE level 2.1 requires the following software on your Web server:

- Windows NT Server 4.0.1 with Service Pack 4 or higher
- Windows NT Option Pack 4 with the Windows Scripting Host component installed
- One of the following Web server software packages:
 - Microsoft Internet Information Server (IIS) 4.0
 - Netscape iPlanet Web Server Enterprise Server Edition 3.6 SP3 or 4.0 SP3 (with Chili!Soft ASP 3.04a)
- Microsoft Internet Explorer (IE) 5.0

Workstation

Cool ICE level 2.1 requires the following software on your development workstation:

- Windows 95, Windows 98, or Windows NT Workstation 4.0
- The Cool ICE Client components (Cool ICE Client and the Script Editor)
- An HTML authoring tool (such as Microsoft FrontPage)

- A Cool ICE developer or administrator needs one of the following Web browsers:
 - Microsoft Internet Explorer (IE) 5.0
 - Netscape Navigator 4.08 (Communicator 4.7)
- For end-users, the browser level is dependent on the run-time features included with each Cool ICE service. The Cool ICE product only requires that the user have an HTML browser.

To use the default home page and other services, the end-user must use Microsoft Internet Explorer 5.0, or higher. The default services are typically replaced by services developed specifically for the customer, which may be designed for the browser level of choice.

- As an option, the workstation can include the WebTx/DGateAce software.

Hardware Requirements

This section describes the minimum and recommended hardware requirements for a server and for a workstation.

Server Requirements

Minimum Configuration

Table 4-3 lists the hardware requirements for a minimum system configuration.

Table 4-3. Minimum System Configuration Hardware Requirements

Component	Requirement
Processor	Pentium-based 300-MHz system
Memory	256 MB
Hard disk	Requires at least 300-MB free space to install the InstallShield setup program, with additional space to install Cool ICE components as described in "Disk Space Requirements."
CD-ROM drive	(required only for installation)

Recommended System

Table 4-4 lists the hardware requirements for a recommended system configuration.

Table 4-4. Recommended System Configuration Hardware Requirements

Component	Requirement
Processor	Two-processor, Pentium II-based 300-MHz system
Memory	512 MB
Hard disk	1.6 GB
CD-ROM drive	(required only for installation)

Workstation Requirements

Minimum Configuration

Table 4-5 lists the hardware requirements for a minimum workstation configuration.

Table 4-5. Minimum Workstation Configuration Hardware Requirements

Component	Requirement
Processor	Pentium-based 233-MHz system
Memory	64 MB
Hard disk	Requires at least 50-MB free space to install the InstallShield setup program and additional space to install Cool ICE Client. Optionally, space is required to install MapAdmin and related documentation.
CD-ROM drive	(required only for installation)

Recommended Configuration

Table 4-6 lists the hardware requirements for a recommended workstation configuration.

Table 4-6. Recommended Workstation Configuration Hardware Requirements

Component	Requirement
Processor	Pentium-based 233-MHz system
Memory	128 MB
Hard disk	Requires at least 50-MB free space to install the InstallShield setup program and additional space to install Cool ICE Client. Optionally, space is required to install MapAdmin and related documentation.
CD-ROM drive	(required only for installation)

Section 5

Migration Requirements

It is important to review the migration and upgrade information in the *Cool ICE Getting Started* before attempting the upgrade process. The upgrade preserves all of your Cool ICE applications, services, and information about your services—including registered users, security profiles, and Cool ICE Services.

After you install Cool ICE level 2.1, you must modify the URLs for existing Cool ICE level 1.1 services or change the “default.asp” to use compatibility mode. When you migrate from release 2.0 or 2.0.1, services should run without modifications.

The following is an overview of the general steps required to upgrade from Cool ICE level 1.1 or level 2.0. Follow the instructions in *Cool ICE Getting Started* for details.

- Always back up (purge) your entire database.
- Execute the installation (setup.exe) program. An existing Cool ICE installation will be detected.
- Using MAPPER Administration (MapAdmin), start Cool ICE manually.
- While Cool ICE is starting, you are prompted for a database to initialize with. Enter the path of the purge file that you created.
- After Cool ICE has started, update the database using the Upgrade script. This script must be loaded from the CD, and then executed.

See the *Cool ICE Getting Started* and the README file in the root directory of your CD-ROM drive for additional upgrade considerations.

Section 6

Restrictions and Known Limitations

The purchase of Cool ICE level 2.1 on CD-ROM is restricted to the purpose of enabling Web applications and accessing applications with a Web browser.

The new multiple MAPPER feature allows multiple copies of MAPPER System for Windows NT level 6.1.1E3 or higher, to be installed and run on one Windows NT server. However, there can be only one Cool ICE system per server. Upgrading to a higher level of Cool ICE is supported; however, MAPPER to Cool ICE upgrades are not supported.

For more information about licensing, see *Cool ICE Getting Started*. Also, view the README file in the root directory of your CD-ROM drive for the most current list of restrictions.

Installation

Here are some problems that might occur during the installation of Cool ICE level 2.1.

- Only one ODBC Server is supported. If Cool ICE and MAPPER System for Windows NT are installed on the same system, the ODBC Server is installed and associated with the first installation.
- Cool ICE does not support installation to a directory path that contains spaces. For example, you cannot install Cool ICE in the "Program Files" directory.
- When you are uninstalling Cool ICE level 2.1, the following message may be displayed:
Cool ICE has been removed from your system. It is recommended that you restart your machine to remove files that were in use during the uninstall.

If this occurs, restart your computer before reinstalling Cool ICE. Some files cannot be freed up until you restart it.

- Use a nonblank password for Windows NT user-ids solicited during the installation process. A blank password, or a password with only spaces, is handled inconsistently.

ICE Admin

The Cool ICE Client program (MPC) initially displays a window that is too small to view all of the Cool ICE Administration (ICE Admin) main window.

Use the following procedure to resize the window on the desktop and save the settings for future sessions.

1. Open the Cool ICE Client program.
2. Resize the window as needed.
3. From the File menu, select the Save Setup option to save your settings (use the default settings file, mapper.msf).
4. Locate the shortcut icon for the Cool ICE Client and right-click.
5. In the properties dialog box, go to the Shortcut tab. Add `-d<filename>` in the Target field. For example,
`C:\MPC\mpcapi32.exe -dmapper.msf`
6. Save your changes. Now the Cool ICE Client opens to the correct window size.

Gateway Configuration Tool

The Gateway Configuration Tool has the following restrictions:

- To access the Gateway Configuration Tool from a remote workstation, you must provide the WinNT user-id and password of a user with administrative rights on the Cool ICE for Windows NT system. In some cases, the user-id must be preceded with a period and backslash (\.) to specify that the user-id is local on the remote system that you are connecting to. For example,
`.\cooliceservice.`
- The ASP alias value in the Cool ICE repository is the literal “Cool-ICE.” If you configure a new connection pool name, configuration name, and gateway name and add a new Cool ICE site, the Cool ICE system does not automatically change ASP alias values in the repository for a new site. You have to change the value manually for other gateways.

Cool ICE Script Editor

The Cool ICE Script Editor has the following limitations:

- The Cool ICE Script Editor does not support some multibyte language character sets, such as Japanese.
- If you make an IF-ELSE statement, the editor displays the wrong color (comment color) in the ELSE (after the first period). For example,

```
@IF val1 op val2 stmt1 . ; stmt2 .
```

Data Wizard

When using the Data Wizard, you could experience the following problems:

- When you are using the Data Wizard Calculate function, there is no validation of the syntax on equations before they are passed to the Cool ICE engine for execution. An error in the syntax will result in a service dump.
- In the Data Wizard Calculate function, you cannot use apostrophes (') to denote literal data. Enter a literal in double quotes (""). Also, you cannot use an apostrophe in literal data in an equation.
- Data Wizard data sets are restricted to 50 columns per data set.

System Considerations

Consider the following when planning your Cool ICE system:

- A Cool ICE system is restricted to 128 concurrent users. Since the Web environment is stateless, this number represents the number of concurrent hits to the Cool ICE system. The actual maximum number of users browsing a Cool ICE site depends on their hit rate and the time required to process each request.
- WebTx version (4.04) supplied with Cool ICE does not support the current versions of Netscape Enterprise server. If you plan to install and use the optional WebTx/DGate feature for access to OLTP services, you must use Microsoft IIS server software, or acquire a new version of WebTx. Newer versions of WebTx have not been tested with Cool ICE.
- The HTML tab conversion feature has been moved from the Cool ICE Service Handler to the Cool ICE Object. Customers who have created their own customized ICESVCHND, also need to remove any translation code from their version.

Section 7 Support

This section gives a brief overview of Unisys client support and explains how to document problems that may arise.

Surety Support Services

Surety support allows access to all maintenance updates and PRIMUS change documents.

Electronic Support Services

If you have any questions or problems with a Unisys product, your first source of information is Electronic Support Services, an online technical resource available to all Unisys clients with a service agreement. This information is available through the World Wide Web (WWW). Your maintenance contract entitles you to access Unisys Support Online at the following Web address:

<http://www.service.unisys.com>

This electronic service is available 24 hours a day, 7 days a week, and provides a wealth of technical information for Unisys hardware and software systems. Explore the Unisys Web site to see what other electronic services are available.

Client Support Center

If you encounter hardware or software problems during installation or operation of a Unisys product, contact your site administrator. If you have a problem that requires Unisys client support, the site administrator should call the Unisys Client Support Center (CSC). The site administrator can also contact the CSC through a Customer Assistance Request (CAR) via the WWW—use the URL address indicated previously. If a site administrator is not available, contact Unisys electronically at the Web address given earlier.

If you are a client within the continental United States or Canada, call the toll-free number 24 hours a day, 7 days a week:

- 1-800-328-0440 (prompt 4) – United States
- 1-800-387-6181 – Canada
- 1-800-361-8097 – French Canada

If you are a client outside the continental United States or Canada, you can obtain a support center number from your local subsidiary.

Submitting UCFs

When contacting Unisys to document a problem you are experiencing with a Unisys product, or to ask a question, you need to have the appropriate hardware model available (for example, IX4800). In your description, indicate the operating environment (for example, 2200, UNIX, or Windows) and the software product and level, if any, that are involved.

Tech Advantage

The Unisys Client Support Centers offer Tech Advantage, a full complement of technical services to help clients with cost effective, fast-cycle support. Tech Advantage services can help you solve your most difficult problems—regardless of your product choice—with packaged services or proposals for addressing your specific needs.

Here are some ways to put Tech Advantage to work for you:

- System Generation—Assist in the generation or installation of system software upgrades and enhancements.
- Operating System Migration—Plan and optimize the migration of your systems.
- Performance review—Evaluate existing systems and networks, and provide tuning recommendations.
- Migration planning—Assist in the planning of systems migrations and upgrades.
- Communications systems enhancements—Assist in the configuration, generation, and installation of communications systems.
- Database management consulting—Confirm that proper systems and database backup procedures are being used to promote data recovery.
- 4GLs, MAPPER, LINC, and PowerClient—Perform installation and migration, backup procedure review, performance analysis, migration, system build, system installation, recovery tape or audit trail configuration, and administration seminars.

For more information on Tech Advantage in the United States and Canada, submit a Customer Assistance Request (CAR) through Electronic Support Services or call the Unisys Client Support Center at 1-800-328-0440, prompt 4. If your business is located outside the United States, contact your local subsidiary.

Section 8

Customer Product Information

This *Software Release Announcement* is part of the Cool ICE system library. See the following sources for any additional information received too late to be included in the Cool ICE CD-ROM library documentation:

- README file on the CD-ROM
- Cool ICE Web site at <http://www.unisys.com/marketplace/coolice>

Cool ICE CD-ROM Library

If you purchase the Cool ICE CD-ROM, you receive this *Software Release Announcement*, *CD Installation instructions*, and the following printed document:

Cool ICE Getting Started (7850 2481)

This guide provides high-level installation, configuration, and overview information. It also describes the Cool ICE environment, product considerations, and support information.

You also receive the following online documents related to Cool ICE for Windows NT.

Cool ICE Getting Started

For your convenience, an online version (in PDF format) is available in the root directory of your CD-ROM drive, the Cool ICE program directory, or from the CD menu. You can download the Adobe Acrobat Reader from <http://www.adobe.com>.

Cool ICE Technical Overview

This overview (in PDF format) describes the components and concepts related to Cool ICE, and a development process for building Web-based applications with Cool ICE. It also explains the interrelationship of the individual components. You can download the Adobe Acrobat Reader from <http://www.adobe.com>.

Cool ICE Developer's Reference

This reference contains information to help you create Cool ICE Services, including native Cool ICE scripted services, ASP scripted services, or data services. It also includes procedures and examples.

Command Reference

This reference lists the available Cool ICE commands, in alphabetical order, that you can use to write native Cool ICE Scripts. It includes formats and field descriptions.

MRI Administration and User's Guide

This guide explains how to administer and use the MRI software. It describes the MRI and its component software and describes how to access relational databases through the interface.

MAPPER System for Windows NT Administration Guide

This guide provides direction for the repository administrator. It includes information about system configuration, database management, user and run registration, and configuration of communications links with other MAPPER systems.

Cool ICE on the World Wide Web

Check the Cool ICE Web site for the latest product and technical information. Navigate to the Product Information area; follow the What's New link. You will also find the latest news, success stories, FAQs, demos, and downloads by exploring the Web site at

<http://www.unisys.com/marketplace/coolice>

Section 9

Ordering Procedures

Ordering procedures vary depending on whether you are ordering software or documentation.

Ordering Software

To order software, contact your Unisys branch representative. United States clients can order software and associated Surety support by calling Unisys Software Order Express at 1-800-829-1313, prompt 2 (for product styles and pricing information). To place an order, have the following information ready:

- Your customer number (if you have one)
- Consolidated agreement number (if you have one)
- Software product and style you want to order (see Section 3, "Release Deliverables")
- Media type and software revision level
- Unisys Surety support level (if known)
- Your company's purchase order number (if required)

Orders placed using Software Order Express are done solely under your existing license agreement, which is identified by the consolidated agreement number. Orders are confirmed by return mail or fax. Credit card orders are accepted.

Ordering Documentation

Customers can order documentation through the electronic Book Store at the following Web address:

<http://www.bookstore.unisys.com>

Unisys personnel can order documentation through the electronic Book Store at the following Web address:

<http://iwww.bookstore.unisys.com>

To order a single document from the Cool ICE library, use the part number associated with the book. See Section 8 for a description of each book in the library and its associated part number.

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